

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

January 17, 2002  
Rural Metro Fire Department  
Scottsdale, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson  
\*Dan Scott, Apache Junction  
\*Katie Post, Avondale  
Velma Washington, Buckeye  
Patti Walton for Richard Speer, Chandler  
Michelle Busch, El Mirage  
\*Janet Laird, Gilbert  
Sheila Pattee, Glendale  
Chris Nadeau, Goodyear  
Joe Noce, Mesa  
Susan Loll for Tom Melton, Maricopa County  
\*Bruce Barrows, Paradise Valley  
Viola Bent, Peoria  
Curtis Thomas, Salt River Pima-Maricopa  
Indian Community

Ramsey Beckstead, Scottsdale  
\*Ken Blume, Surprise  
Karen Allen, Tempe  
\*Jeff Walter, Tolleson  
\*Ronnie Miller, Wickenburg  
\*+Carol McLeod, ASU  
+Barbara Jaeger, ADOA  
\*+Fred Christley, Capitol Police  
+Debbie Henry, DPS  
\*+Mark Bach, Ft. McDowell Yavapai Nation  
+Tracy Smith, Luke AFB  
\*+Louise Smith, Phoenix  
+Mary Leonard, Phoenix  
+Ken Reid for Joe Gibson, Rural  
Metro/Southwest Ambulance

\* Those members neither present nor represented by proxy.  
+ Ex-Officio member.

OTHERS PRESENT

Linda Sorensen, Qwest  
Mary Dysinger-Franklin, Phoenix  
Bob Bobbett, Qwest  
Jim Martin, Pinal County  
Ed Raastad, Pinal County  
Enrique Isaguirre, El Mirage  
Penelope Meyers, Qwest  
Dan Green, Motorola  
Fred Ruhland, Mesa  
Arleen Caruth, Tempe

Patty Gamble, Chandler  
Sandra Wagner, Motorola  
Rocky Rockhold, Qwest  
Lisa Sheridan, Qwest  
Harry Beck, Phoenix  
Raymond Wall, Sprint PCS  
Pam O'Neill, Qwest  
Gail Denney, Scottsdale  
Sherrie Clark, Glendale  
Jean Maiocco, Phoenix

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:17 a.m. Self-introductions were made.

2. Approval of the November 15, 2001 PSAP Managers Meeting Minutes

Patti Walton moved, Susan Loll seconded, and it was unanimously carried to approve the November 15, 2001 PSAP Manager's meeting minutes.

3 MSAG Information Report

Patti Walton said that Chandler has been receiving numerous calls where the apartment number is being cut off on the ALI and was wondering if Intrado could lengthen that field. Penelope Meyers, Qwest, advised that Intrado has several standard ALI formats they can use and that Arizona uses format 30. She said that they cannot change the field in our format but would check with Intrado to see if one of the other standard formats would work better for us. If we changed to another format standard it would affect our CADs and each agency would have to have their CAD reformatted.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, stated the Chandler upgraded system is being ordered and that Goodyear is being finalized. A meeting is scheduled to being the process of upgrading Scottsdale who will be getting Positron equipment. ASU had been completed and DPS is also being scheduled to be upgraded.

Bob mentioned that Linda is back from her injury and that they are working on the maintenance RFP that is due February 8. He also said that he has two priority projects regarding the MIRAN at Tempe and Phoenix PD as well as the ALI fax problem in Pinal County.

Penelope said that Mark Bach at Ft. McDowell brought a problem to her attention regarding the ESN being different on the same address at different times. Intrado has 4 nodes or servers that hold all the records and ESNs of all 14 states. Our system accesses two of them on each call and that they rotate supplying the ALI to the PSAP. After researching the problem she found that all 4 nodes had to be loaded with updates separately and was not done, therefore, giving two different ESNs or information. She said that Intrado compared their 4 servers and found a 2% error rate. They have corrected those errors and have put into place procedures to ensure that all changed information is updated in all 4 nodes.

Penelope also mentioned that she had sent out the Condition 4 routing to all the PSAPs asking for everyone to review and verify that the routing was still appropriate. She has received about a 70% response back. She would like to hear from the rest of the PSAPs. She advised that she would be doing a yearly validation of the condition 4 routing.

5. Qwest Maintenance Report

Pam O'Neill, Qwest, reported that MCSO is unable to transfer some calls. They have been working on this problem for some time and now believe it may be specific to his positron equipment.

Joe Noce stated that the PC View card in the Mesa CO caused a minor alarm on the 6 trunks that are directly connected to the switch. This caused an overload on the switch and all calls went to MCSO. He stated that once the technician got to the CO it only took about 10 minutes to fix.

6. ADOA Report

Barbara Jaeger reported that Voice Stream is the only wireless provider in Pima County that is not yet providing Phase I but they should be ready shortly.

Barbara mentioned that she recently heard that Sprint PCS sent a letter to the FCC outlining how they propose to provide Phase II routing. They plan to route by the Phase I tower location as the set up time for XY coordinates is too long.

Barbara stated that her office will be sending out an RFP for statewide deployment of Phase I within 30 days. If it proceeds as planned she would foresee implementation of Phase I statewide 6 months later.

Barbara also mentioned that the FAA procedure for emergency aboard an aircraft that was distributed at the PSAP managers meeting should be discarded. The numbers are incorrect. NENA and APCO are researching and will provide an updated procedure.

Susan provided the findings section of the Legislative Study Committee Report. The whole report was 28 pages and consisted of information already provided. See attached copy.

Peoria recently passed a new city ordinance for unlawful use of 911. They felt the state statute was not clear enough. The ordinance states that more than 4 calls in a 30 day period is a misdemeanor.

7. Service Provider's Contact Information

Susan provided the wireless providers 24X7 phone numbers for PSAPs to call if needed. See attached documents. If you find any problems with the numbers please call Susan at 602-262-4433. She is currently working on gathering the CLEC information and hopes to be able to provide those numbers at the next meeting.

8. 911 System Consultant Study

Susan stated that a draft copy of the Recommendation Section of the consultant study was provided and that it will need to go through the MAG committees for approval. She asked that everyone read the recommendations and be prepared to discuss what we liked

and where we would want to start. We will be asked to approve the recommendations to move forward through the committees.

9. Eastside and Westside Working Groups

Susan said that while out distributing the 911 System Manuals someone suggested that it was often hard for the smaller agencies to get to the PSAP Managers meeting to be able to contribute or gather information on issues relating to their centers. After discussion with several others it was apparent others also felt that way and thought that the smaller agencies geographically near to each other had issues that could be worked out in meetings close to their locations. They did not want to replace the PSAP Managers group but felt this would enhance those meeting.

Chris Nadeau expressed that he felt this is a great idea. There is huge growth in these areas with a large amount of infrastructure to work through. The knowledge base to work through the issues is available but would be easier on a smaller scale as the larger agencies in our system have already worked through their growth. Velma Washington suggested that with Phase I wireless approaching it would be a tremendous help to have these smaller group meetings.

Susan said we would still want and need everyone to attend the PSAP Managers meeting in order for everyone to share in the information, stay a cohesive group, and meet quorum requirements. She suggested that maybe we could form an Eastside working group for the smaller agencies on the eastside and one on the west for those on the Westside. If we moved the PSAP Managers to quarterly and had each of the working groups meet quarterly on opposite months we wouldn't be adding too many more meetings and still be able to get things accomplished. Ramsey Beckstead motioned to change the PSAP Managers meetings to quarterly and add the Eastside and Westside working groups. Viola Bent seconded and the motion carried.

10. 911 Customer Premise Equipment Maintenance RFP

Susan advised that the RFP has been reissued and was originally requested to be returned on January 25. An extension for response was requested and granted to February 8. The team will reconvene after that date to review.

11. FY 2002 Budget Amendment

Mary Dysinger-Franklin explained that Wickenburg Police had recently purchased a logging recorder and was unaware they were able to request partial reimbursement. They have provided the documentation and are requesting to amend the FY 2002 budget for approximately \$3000 for the partial reimbursement for their logging recorder. Joe Noce moved to request the \$3000 budget amendment to reimburse Wickenburg PD. Velma Washington seconded and the motion carried.

Susan thanked Ken Reid and Rural Metro for hosting the meeting.

Next meeting is scheduled for Thursday, April 18, 2001 at 9:00 a.m. The meeting will be held at:

**Chandler Police Dept.  
250 E. Chicago St.  
Chandler, AZ**

***MEETING LOCATION CHANGE      To:***

***MESA CITY PLAZA  
20 E MAIN ST., SUITE 170 EAST AND WEST  
TRAINING ROOM  
MESA, AZ***

The meeting was adjourned at 10:29 a.m.